



Key Accomplishments - March 2018 to March 2021

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USL Administration:

- Ensuring USL meets the goals in our 2018-2022 Strategic Plan: <https://library.utah.gov/wp-content/uploads/2019/02/2018-2022-Strategic-Plan.pdf>
- USL has been keeping up and consulting with public libraries concerning Covid through monthly meetings, our website, phone calls, emails, etc. See <https://library.utah.gov/covid-19-resources/operations-closures/>
- Currently:
 - 22% of Utah's public libraries are open with full service
 - 54% are open with limited service
 - 25% are closed with curbside or mail service
 - 0 are fully closed
- Promoting Equity, Diversity, and Inclusion (EDI) within the USL building and Utah's Libraries:
 - All USL staff members were asked to include an EDI goal in their FY21 performance plan
 - DHA offered a 21 day EDI program that USL staff were invited to complete
- Striving to create and maintain an engaged staff and positive work environment:
 - Reconfigured the organizational structure of USL
 - Provided Change Management training to all staff
 - Empowered staff to do their jobs. Removed barriers as needed
 - Problem-solved any challenges that may have arisen
 - Created a Fun Committee that encouraged positivity

Blind Program:

- Distributed braille e-readers to blind patrons through an NLS pilot project
- Migrated to Duplication on Demand service for audiobooks, which is more convenient for patrons, frees up staff time, and increases efficiencies overall
- Partnered with DSBVI to hold yearly in-person or virtual open houses for blind patrons and conducted training for patrons to learn to download books from the Braille and Audio Reading Download site (BARD)
- Held an interactive story time for youth ages 4-14 participating in the National Federation for the Blind's Braille Enrichment for Literacy and Learning (BELL) program
- Developed a braille literacy packet targeting preschool kids and early readers
- Conducted annual winter reading programs for adults
- Partnered with Division of Arts and Museums to braille and record information for special exhibits at the Capitol accessible to blind/visually impaired people

Library Development Program:

- Developed a Virtual Reality (VR) program
- Worked with UEN to develop a hotspot lending program for Utah's libraries using \$300,000 in CARES grant dollars
 - USL is printing posters, bookmarks and fliers for outreach in participating libraries
 - There are 28 libraries participating, with a total of 700 devices available statewide by the end of 2020
- Offered consistent support for libraries across the state and have created impactful partnerships with many community agencies
- UPLIFT Youth Services training is now taking place online
 - Attendees are currently participating in this self-paced course
- UEN and USL are collaborating to help Utah library staff access timely, relevant professional learning opportunities to respond to the challenges of the COVID-19 pandemic, using CARES act funds
 - Many of Utah's librarians have created content for this project
- The San Juan County Library broadband and Wi-Fi expansion projects, a collaboration with UEN using CARES funds, ran internet fiber to the Montezuma Creek and Bluff branches, which greatly increased their internet capacity
 - There is upgraded network equipment at all branch locations and a system to manage this equipment remotely
 - The total cost was \$11,000 and was a major improvement in the two communities

Library Resources Program:

- Unprecedented growth in the use of our eBook and e-audiobook platform, standing at over three million checkouts for FY2020
 - Reevaluation of the way we manage our digital eBook/e-audiobook platform, shifting it to a member-led and funded model, rather than a State Library led and funded model, resulting in a savings of \$300,000 federal dollars per year
 - Created the Beehive Library Consortium to manage the collection of eBooks and e-audiobooks through the OverDrive platform
 - This resulted in a more efficient use of staff time and buy-in from the participating libraries
- USL partnered with the Division of Multi-Cultural Affairs (MCA) to promote books about racial justice and equity, and we now have an even greater collection of materials to check out through ILL: <https://utah.polarislibrary.com/default.aspx?ctx=3>
- Enhancement of the Utah Government Digital Library (UGDL)
 - Completed the digitization of House Journals from 1896 to present, Coronavirus Disease 2019 materials, the Legislative Audits, the Utah State Fair Contest, and Special Events publications
 - Developed partnerships with other state agencies such as Utah Foundation, IBIS-PH, Division of Wildlife Resources, and UDOT to digitize and catalog their publications for addition to UGDL
 - Partnered with Utah State Archives to work on cooperative digitization efforts which will reduce duplication by both agencies

- Conducted a major data cleanup of UGDL
- Expanded our Book Buzz program, collaborating with agencies such as the National Network of Libraries of Medicine, Multicultural Affairs, and State History to widen our reach to a more diverse audience as well as identify additional funding partners
 - For the first time, we arranged for \$10,000 of outside funding to enhance our book budget
- Created efficiencies in our Interlibrary Loan platform, allowing us to provide better customer service to Utah libraries
- Enhanced our offerings on Utah's Online Public Library by adding the *CreativeBug*, *Learning Express*, and the *Job & Career Accelerator* databases for the use of all residents of the state

Bookmobile Program:

- DHA and USL are developing a Bookmobile media campaign with the theme, *Utah Libraries Have You Covered*
 - A public service announcement is being aired on MidUtah Radio Stations, with more to come the first of the year
 - The advertising campaign will have a strong social media component
- Evaluated the bookmobile program and presented findings to the Utah legislature
- Built up our interlibrary loan program, creating many happy patrons
- Staff has pursued professional development opportunities on a level not previously available
- Strengthened Bookmobile Program services with new programming such as:
 - Themed read-a-thon
 - Roald Dahl "read a book/watch the movie" birthday party
 - Annual Halloween carnival...the more you read, the more tickets you get!
 - Storytime with Santa
 - Visits with special guests (authors, professional storytellers...)
 - Pizza party to celebrate reading accomplishments